Compliance Assessment Report CAR_NRW0052961

Permit being assessed: ZP3624GH

For: STP AT STOREY ARMS OUTDOOR ED. CENT, **held by:** CARDIFF COUNTY COUNCIL

At: STOREY ARMS OUTDOOR EDUCATION, CENTRE, LIBANUS, BRECON, POWYS, LD3 8NL.

Type of assessment carried out: Site Inspection,

Reason: Routine.

On 14/09/2026, between 13:00 and 13:30.

Parts of permit assessed: See below

NRW Lead Officer: Frankie Farrell, accompanied by: Kirsty Allwood.

Report sent to: Ryan Stamp, Head of Centre, on 16/09/2026.

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-C4 - Water Quality - Emissions and monitoring - Monitoring	Assessed (A)	
WQ-A1 - Water Quality - Management - General management	Action only (X)	
WQ-A1 - Water Quality - Management - General management	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-A1	Confirm when the next routine maintenance visit is scheduled.	02/10/2026
WQ-A1	Forward the maintenance report to the South Powys Environment Team for review. Please send the report to	31/01/2027

Criteria	Action needed	Complete by
	environmentteam.southpowys@cyfoethnaturiolcymru.gov.uk	

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 Description

The **Storey Arms Outdoor Education Centre** is a 60-bed facility providing residential and day visit programmes for schools, youth groups, families, and corporate team-building activities. The centre also provides on-site catering for visitors. In addition, the centre has 10 - 12 onsite staff.

Foul drainage from the site is treated by a **Rotating BioDisc package treatment plant**. Secondary treated effluent is discharged to the environment via an outfall to an unnamed tributary of the **Afon Tarrell**.

A grease and fat trap is installed upstream of the treatment plant to prevent fats, oils, and grease from the kitchen entering and adversely affecting the sewage treatment system.

Purpose of Visit

On **14 September 2026**, two officers from **Natural Resources Wales (NRW)** attended the site and met with the Head of Centre to undertake an inspection following permit exceedances identified during routine compliance sampling conducted on **7 July 2026**.

A Compliance Assessment Report (CAR) was issued on **27 July 2026** in relation to the sampling results. A **Category 1 (C1) Major** compliance classification was assigned for **Ammoniacal Nitrogen**, which was recorded at **97.6 mg/l**, significantly exceeding the permit limit of **10 mg/l**.

Assessment Findings

Records demonstrating quarterly maintenance of the sewage treatment plant were made available during the inspection. Maintenance is undertaken by a specialist external contractor, who also conducts routine sampling during service visits.

The records confirmed that regular quarterly maintenance is being completed as scheduled and that a full system clean was undertaken on **1 July 2026**. NRW's routine compliance sample was collected six days later, on **7 July 2026**, at which point the permit exceedances were identified.

A follow-up maintenance inspection was conducted on **5 August 2026** in response to the sampling results. During this visit, several mechanical components showing signs of wear were replaced. Sampling carried out on this visit by the contractor demonstrated that **ammoniacal nitrogen had reduced to 1.6 mg/l**, which is within permit limits. However, **suspended solids** remained elevated at **42 mg/l**, compared with the permit limit of **30 mg/l**.

A visual inspection of the treatment plant found it to be in good condition, with no evidence of leaks, ponding, or structural defects.

A visual inspection of the discharge point and receiving watercourse found the stream to be running clear, with no evidence of sewage solids, ragging, grease deposits, or sewage fungus.

Given the close timing between the full system clean on 1 July 2026 and NRW's sampling on 7 July 2026, it is considered possible that the maintenance activity influenced the sample results. Following a full system clean, temporary increases in ammonia concentrations can occur while the biological treatment process re-establishes itself, and elevated ammonia can sometimes be seen within the first few days after cleaning.

Similarly, suspended solids concentrations can remain elevated for a period following deep cleaning or maintenance activities that disturb accumulated biomass and settled material within the treatment system.

In view of the maintenance history, the subsequent improvement in ammonia performance, and the condition of the treatment plant observed during the inspection, no additional compliance classification score has been assigned in relation to the suspended solids result on this occasion.

Actions

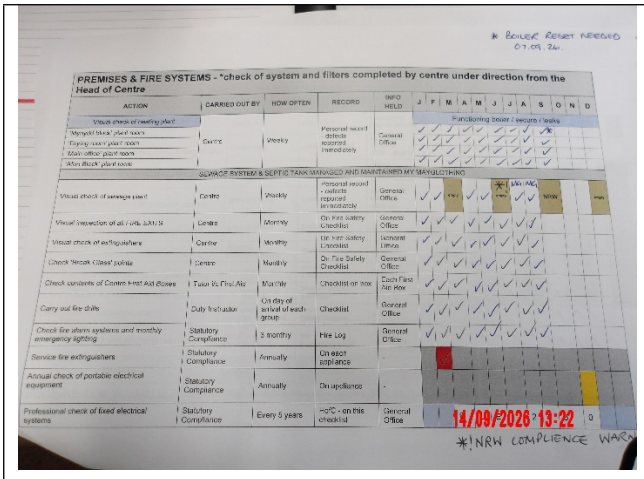
1. Confirm when the next routine maintenance visit is scheduled. **Due 2 October 2026**
2. Forward the next maintenance report to the **South Powys Environment Team** for review. Please send to environmentteam.southpowys@cyfoethnaturiolcymru.gov.uk by **31 January 2027**

Advisory Recommendations

As discussed during the site visit:

1. Ensure that all cleaning products used on site are compatible with the treatment plant manufacturer's recommendations. The use of unsuitable cleaning chemicals may result in toxic shock to the biological treatment process and adversely affect the bacteria and nitrifying organisms responsible for effective wastewater treatment.
2. Continue to inspect and maintain the grease and fat trap regularly to prevent excessive build-up and to ensure its continued effective operation.
3. The site would benefit from clearer signage on the sample chamber and a warning sign on the perimeter fence. These are not conditions of the permit but would support general site safety.

Maintenance Check List



Bio Disc Package Treatment Plant



Sample Point



Discharge Point



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.