# Compliance Assessment Report CAR_NRW0053133

**Permit being assessed:** BB3199FC

**For:** Irfon River Premier Leisure Park, **held by:** Hartleys Luxury Lodges Limited

**At:** Upper Chapel Road, Garth, Llangammarch Wells, Powys, LD4 4BH.

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

**Reason:** Routine.

**On** 29/09/2026, between 13:30 and 14:00.

**Parts of permit assessed:** See Below

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

**Report sent to**: Site Operator, Operator/Owner, on 05/10/2026.

## 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 | Action only (X) | |
| WQ-B1 - Water Quality - Operations - Permitted activities | C4 No impact | 2.1.1 |
| WQ-B2 - Water Quality - Operations - The site | C4 No impact | 2.2.1 |
| WQ-C4 - Water Quality - Emissions and monitoring - Monitoring | 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-A1 | Please send copies of all relevant maintenance records, including maintenance contracts, service reports, alarm logs, desludging receipts and breakdown records, to NRW by email. | 16/10/2026 |
| WQ-B1 | Submit a permit variation application to update the permit so that it accurately reflects the current discharge type. Evidence of the submission must be provided to NRW by email. | 01/01/2027 |
| WQ-B2 | Update the site plan to accurately show the location of the sewage treatment system, discharge point and drainage field. | 01/01/2027 |

| Criteria | Action needed | Complete by |
|---|---|---|
| | Evidence of the updated site plan and permit variation submission must be provided to NRW by email. | |

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

Frankie Farrell and I attended the site at 13:30 on 29 September 2026. The weather was dry and sunny.

Upon arrival, we contacted the site manager who was unable to attend the inspection. However, they explained the location of the sewage treatment system and provided a brief overview of the system, including recent maintenance and servicing activities. As neither the site manager nor the site owner was available during the inspection, it was not possible to verify the maintenance history of the sewage treatment system.

To ensure that the system is being appropriately managed and maintained, I am requesting that all relevant maintenance and management records are provided to NRW.

**Action:** *Please send copies of all relevant maintenance records, including maintenance contracts, service reports, alarm logs, desludging receipts and breakdown records, to NRW by email by **16 October 2026**.*

It was previously noted in **CAR_NRW0043494** dated **5 February 2024** that the discharge type and site map did not accurately represent the site. During the inspection, it was confirmed by telephone that the system discharges to ground rather than to surface water as stated on the permit.

Table S3.2 of the permit authorises the discharge of secondary treated sewage effluent from Outlet 1 (SN 96174 49490) to the **Afon Irfon**. As the system is currently discharging to ground at a different location, the discharge is not being made in accordance with the permit. The permit must therefore be updated to reflect the current discharge arrangements. Failure to update the permit may result in further regulatory action.

This issue was previously recorded as a non-scoring non-compliance. However, as the required action has not been completed, it has now been assessed as a **Category 4 non-compliance**.

**Action:** *Submit a permit variation application to update the permit so that it accurately reflects the current discharge type. Evidence of the submission must be provided to NRW by email by **1 January 2027**.*

**Action:** *Update the site plan to accurately show the location of the sewage treatment system, discharge point and drainage field. Evidence of the updated site plan and permit variation submission must be provided to NRW by email by* ***1 January 2027****.*

The sewage treatment system was inspected and appeared to be in good condition, with no visible signs of leakage. The adjacent watercourse was also inspected and was free from sewage solids, sewage fungus or any other indicators that might suggest a leak from the system.

The sample point grid reference was checked and confirmed to be correct.

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.