Compliance Assessment Report CAR_NRW0053190

Permit being assessed: AN0225801

For: CAERWNON LEISURE PARK BUILTH WELLS, **held by:** THE BERKELEY LEISURE GROUP LTD

At: CAERWNON LEISURE PARK, BUILTH WELLS, POWYS, WALES, .

Type of assessment carried out: Site Inspection,

Reason: Routine.

On 29/09/2026, between 15:00 and 15:30.

Parts of permit assessed: See below

NRW Lead Officer: Kirsty Allwood.

Report sent to: THE BERKELEY LEISURE GROUP LTD, operator, on 08/10/2026.

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	Assessed (A)	
WQ-B1 - Water Quality - Operations - Permitted activities	Assessed (A)	
WQ-B3 - Water Quality - Operations - Operating techniques	Assessed (A)	
WQ-D2 - Water Quality - Information - Reporting	C4 No impact	1.10.1a, 1.11.1c.

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-D2	Report future non-routine actions and equipment failures that may affect effluent quality to NRW via environmentteam.southpowys@cyfoethnaturiolcymru.gov.uk.	05/10/2027

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

An announced inspection was undertaken on 29 September 2026 at 15:00 by NRW officers Frankie Farrell and Kirsty Allwood. Weather conditions were dry and sunny.

Upon arrival, officers met with the Estates Manager, Park Manager and Hydrorod operator. Thank you for your time during the visit.

Service and maintenance records for 2026 were reviewed. These demonstrated that the sewage treatment system is subject to regular servicing and de-sludging on a two-monthly basis. The records indicated that routine maintenance is being carried out to a good standard.

Emergency maintenance records were also provided which detailed failures of a Flygt TT pump on three separate occasions during 2026. Condition 1.10(a) requires the treatment plant to remain fully operational except during unavoidable mechanical or electrical breakdowns, with the Agency informed of any failure as soon as practicable. Condition 1.11.1(c) requires the Consent Holder to report all non-routine actions that may have adversely affected effluent quality as soon as reasonably practicable.

The emergency pump failures and associated repair works were not reported to NRW. Any non-routine actions which may affect effluent quality should be reported in accordance with Conditions 1.10(a) and 1.11.1(c). A Category 4 non-compliance has been recorded. The maintenance records showed that remedial works were undertaken promptly and efficiently, and there is no evidence of any resulting environmental impact.

Action: *Report future non-routine actions and equipment failures that may affect effluent quality to NRW via environmentteam.southpowys@cyfoethnaturiolcymru.gov.uk.*
Due date: 5 October 2027.

During the inspection, Condition 1.5.1(a), relating to flow measurement, was discussed. It was confirmed that installation of flow monitoring equipment was not requested at the time the consent was issued and is therefore not currently a requirement of the permit.

The sewage treatment system was inspected from inlet to discharge point. The system comprises a primary tank, sludge storage tank, treatment plants one and two, and a final settlement tank. All assets appeared to be in good condition with no visible signs of leaks, overtopping, or treatment failure.

The sample point and outfall were inspected and found to be free from ragging, sewage solids, or sewage fungus that could indicate poor treatment performance. The sample point and outfall grid reference were checked and confirmed to be correct.

The air blower housing, control panel and alarm system were operational at the time of the inspection. Overall, the site appeared well maintained and the treatment system was operating satisfactorily during 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.